

Rev. 11/19/2001

MAY 13 2004

05/14/04

3713

41

Attorney Docket No. FINL-005/00US

PATENT

Express Mail Label Number: EV 256268500 US
Date of Deposit: May 13, 2004

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Date: May 13, 2004

By: Sherry Duncan Bitler
Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of BURGIN et al.

Confirmation No.: 8505

Serial No. 09/944,676

Examiner: K. Christman

Filed: 08/31/2001

Art Unit: 3713

FOR: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Mail Stop Patent Application
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL

Enclosed are the following documents:

Status Inquiry; and
 Return receipt postcard

A check for the total fee is attached.

Please charge \$--- to Deposit Account No. 50-1283 for the total fee. This paper is being submitted in duplicate.

The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

RECEIVED
MAY 19 2004
TECHNOLOGY CENTER R3700

COOLEY GODWARD LLP
ATTN: Patent Group
One Freedom Square
Reston Town Center
11951 Freedom Drive
Reston, VA 20190-5601
Tel: (703) 566-4125
Fax: (703) 566-4099

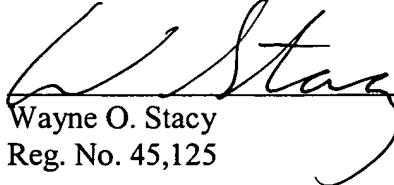
Attorney Docket No. FINL-005/00US

Serial No. 09/944,676

Page 2

Respectfully submitted,
COOLEY GODWARD LLP

By:


Wayne O. Stacy
Reg. No. 45,125

MAY 13 2004

Attorney Docket No. FINL-005/00US

PATENT

Express Mail Label Number: EV 256268500 US
Date of Deposit: May 13, 2004

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Date: May 13, 2004

By: Sherry Duncan Bitler
Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of BURGIN et al.

Confirmation No.: 8505

Serial No. 09/944,676

Examiner: K. Christman

Filed: 08/31/2001

Art Unit: 3713

FOR: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Mail Stop Patent Application
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RECEIVED
MAY 19 2004
TECHNOLOGY CENTER H3700

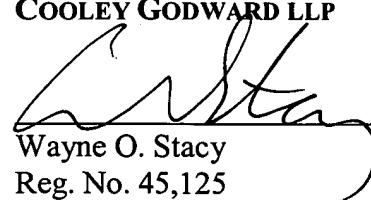
STATUS INQUIRY

Applicant respectfully requests that the Patent and Trademark Office notify Applicant's representative of the current status of the above-identified application. The last written communication in the application from the PTO was an Office Action dated October 27, 2003. Applicant responded to that Office Action on November 23, 2003. A copy of the response is attached hereto as Exhibit A, including a postcard indicating receipt by the PTO of the response on November 23, 2003.

COOLEY GODWARD LLP
ATTN: Patent Group
One Freedom Square
Reston Town Center
11951 Freedom Drive
Reston, VA 20190-5601
Tel: (720) 566-4125
Fax: (720) 566-4099

By:

Respectfully submitted,
COOLEY GODWARD LLP


Wayne O. Stacy
Reg. No. 45,125

CPTM
MAY 13 2004
U.S. PATENT & TRADEMARK OFFICE
Attorney Docket No. FINL-005/00US**PATENT**Express Mail Label Number: EL 870631204 US
Date of Deposit: November 26, 2003

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Date: November 26, 2003 By: Sherry Duncan Bitler
Sherry Duncan Bitler**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of BURGIN et al.

Confirmation No.: 8505

Serial No.: 09/944,676

Examiner: K. Christman

Filed: 08/31/2001

Art Unit: 3713

For: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Mail Stop Patent Application
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450RECEIVED
MAY 19 2004
TECHNOLOGY CENTER 1430U**TRANSMITTAL**

Enclosed are the following documents:

- Response to Office Action; and
- Return receipt postcard.
- In accordance with 37 C.F.R. §1.97(b), no additional fee for submission of the IDS is required.
- In accordance with 37 C.F.R. §1.97(c), also enclosed is:
 - the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p); or
 - a statement as specified in 37 C.F.R. §1.97(e).
- In accordance with 37 C.F.R. §1.97(d), a statement as specified in 37 C.F.R. § 1.97(e) and the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p) are also enclosed.
- A check for the total fee is attached.

Attorney Docket No. FINL-005/00US
Serial No. 09/944,676
Page 2

[] Please charge \$ _____ to Deposit Account No. 50-1283 for the total fee.
This paper is being submitted in duplicate.

The Commissioner is hereby authorized to charge any appropriate fees under 37
C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any
overpayment, to Deposit Account No. 50-1283.

COOLEY GODWARD LLP
ATTN: Patent Group
One Freedom Square
Reston Town Center
11951 Freedom Drive
Reston, VA 20190-5601
Tel: (703) 566-4125
Fax: (703) 566-4099

By:

Respectfully submitted,
COOLEY GODWARD LLP


Wayne O. Stacy
Reg. No. 45,125



RECEIVED

The following has been received in the U.S. Patent Office on the date stamped hereon:

DEC 04 2003

- Postcard
- Transmittal
- Response to 10/27/2003 Office Action

COOLEY GODWARD LLP

entered jd

Express Mail Label # EL 870631204 US

Serial No.: 09/944,676

Attorney Docket No.: FINL-005/00US

Mail Date: November 26, 2003

Attorney/Secretary: Wayne O. Stacy/S. D. Bitler



RECEIVED

MAY 19 2004

TECHNOLOGY CENTER R3700